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**St. Therese Medical Group, Inc.**  
**Cardiology/Internal Medicine**

**501 40<sup>th</sup> Street, Building A**

**Bakersfield, CA 93301**

**(661) 391-0305 / Fax (661) 843-7940**



September 17, 2012

Dear

St. Therese Medical Group takes our obligation to protect our patients' information seriously. Regrettably, we are writing to inform you about an incident involving some of that information.

On July 22, 2012, we learned that a password protected unencrypted computer was stolen from St. Therese Medical Group's offices that day. We immediately notified the Bakersfield Police Department and began a thorough investigation to determine what information was contained on the computer. After a detailed review, we confirmed that the computer contained some of your information, including your name, date of birth, Social Security number, name of your health insurer, date of treatment, amount billed, and account balance. The police investigation is ongoing, but to date, the computer has not been located.

We have no reason to believe the computer was taken for the information it contained and have no knowledge that your information has been misused. However, in an abundance of caution, we have arranged for you to enroll in a free one-year membership in Experian's ProtectMyID™ Alert. This product helps detect possible misuse of your personal information and provides you with superior identity protection services focused on immediate identification and resolution of identity theft. Enrolling in this program will not hurt your credit score. More information about ProtectMyID and instructions on how to activate your complimentary membership are included in this letter. We also recommend that you regularly review the explanation of benefits statement that you receive from your insurer. If you identify services listed on your explanation of benefits that you did not receive, please immediately contact your insurer.

Even if you choose not to take advantage of this free identity theft protection service, we recommend that you remain vigilant to the possibility of fraud and identity theft by reviewing your credit report and credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report once every 12 months, free of charge, from each of the three nationwide credit reporting companies below. To order your annual free report please visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting companies is as follows:

Equifax  
1-800-685-1111  
P.O. Box 740241  
Atlanta, GA 30374  
[www.equifax.com](http://www.equifax.com)

Experian  
1-888-397-3742  
P.O. Box 2002  
Allen, TX 75013  
[www.experian.com](http://www.experian.com)

TransUnion  
1-800-888-4213  
P.O. Box 1000  
Chester, PA 19022  
[www.transunion.com](http://www.transunion.com)

We deeply regret any inconvenience this may cause you. To help prevent this from happening in the future, we have moved to a new location which has 24 hour on-site security and have installed a security alarm system for our offices. If you have any questions, you may contact me at (661) 391-0305, ext. 207, Monday through Friday from 9:00 a.m. to 5:00 p.m. Pacific Time.

Sincerely,

Cindy Ferris  
Practice Administrator  
St. Therese & Professional Urgent Care

### Activate ProtectMyID Now in Three Easy Steps

1. ENSURE That You Enroll By: December 31, 2012
2. VISIT the ProtectMyID Web Site: [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem) or call 877-371-7902 to enroll
3. PROVIDE Your Activation Code:

Once your ProtectMyID membership is activated, your credit report will be monitored daily for 50 leading indicators of identity theft. You'll receive timely Credit Alerts from ProtectMyID on any key changes in your credit report which could include new inquiries, new credit accounts, medical collections and changes to public records.

ProtectMyID provides you with powerful identity protection that will help detect, protect and resolve potential identity theft. In the case that identity theft is detected, ProtectMyID will assign a dedicated U.S.-based Identity Theft Resolution Agent who will walk you through the process of fraud resolution from start to finish for seamless service.

#### **Your complimentary 12-month ProtectMyID membership includes:**

- **Credit Report:** A free copy of your Experian credit report
- **Daily 3 Bureau Credit Monitoring:** Alerts you of suspicious activity including new inquiries, newly opened accounts, delinquencies, or medical collections found on your Experian, Equifax and TransUnion credit reports.
- **Identity Theft Resolution:** If you have been a victim of identity theft, you will be assigned a dedicated, U.S.-based Experian Identity Theft Resolution Agent who will walk you through the fraud resolution process, from start to finish.
- **\$1 Million Identity Theft Insurance\***: As a ProtectMyID member, you are immediately covered by a \$1 Million insurance policy that can help you cover certain costs including, lost wages, private investigator fees, and unauthorized electronic fund transfers.

**Activate your membership today at [www.protectmyid.com/redeem](http://www.protectmyid.com/redeem)  
or call 877-371-7902 to register with the activation code above.**

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-371-7902.

\* Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of Chartis, Inc. The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.